

APPENDIX A

KEY FINDINGS FOR ALASKA: BACKUP TABLES

SATISFACTION WITH TRICARE AND TRICARE PRIME

| Table 2.1 Percent of Beneficiaries Satisfied with Care They Received at a Military (MTF) or Civilian (CTF) Treatment Facility, by Region and Past Care, Compared to a National Civilian Benchmark Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months | | |
|---|-----------|-----------|
| | MTF | CTF |
| Region 1 | 64.5 | 84.1 |
| Region 2 | 51.5 | 83.7 |
| Region 3 | 54.8 | 82.6 |
| Region 4 | 58.5 | 83.4 |
| Region 5 | 62.1 | 84.2 |
| Region 6 | 57.7 | 82.9 |
| Region 7/8 | 57.0 | 82.0 |
| Region 9 | 61.2 | 80.1 |
| Region 10 | 63.2 | 81.8 |
| Region 11 | 64.4 | 82.6 |
| Region 12 | 64.1 | 81.6 |
| Alaska | 62.6 | 79.7 |
| Europe | 61.2 | 73.9 |
| Mean, all regions | 58.9 | 82.7 |
| Total population | 3,630,311 | 3,882,672 |
| National benchmark | 89.0 | |

| Table 2.2 Percent of Beneficiaries Satisfied with the Military or Civilian Care They Received in Alaska by Type of Beneficiary and Past Care Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months | | |
|--|--------|--------|
| | MTF | CTF |
| Active duty personnel | 59.4 | 74.7 |
| Active duty family members | 58.4 | 78.7 |
| Retirees, survivors, and family under age 65 | 69.6 | 82.0 |
| Retirees, survivors, and family age 65 or over | 77.9 | 80.2 |
| Alaska overall | 62.6 | 79.7 |
| Mean, all regions | 58.9 | 82.7 |
| Total population in Alaska | 38,826 | 21,119 |

| Table 2.3 Intention to Enroll or Re-enroll in TRICARE Prime in Alaska, by Enrollment Status and Likelihood to Enroll Percent of Beneficiaries Reporting Knowing Something About TRICARE | | | |
|--|------------------------------------|-----------------------------|---------------------------|
| | Percent reporting given likelihood | | |
| | Likely or very likely | Neither likely nor unlikely | Unlikely or very unlikely |
| Enrolled in TRICARE Prime | | | |
| Active duty | 68.9 | 20.1 | 11.0 |
| Non-active duty | 69.9 | 19.9 | 10.2 |
| Not enrolled in TRICARE Prime | | | |
| Under age 65 | 16.4 | 22.6 | 61.0 |
| Age 65 or over | 3.1 | 11.8 | 85.1 |
| Alaska overall | 58.4 | 20.2 | 21.4 |
| Mean, all regions | 41.4 | NA | NA |
| Total population in Alaska | 21,401 | 7,414 | 7,840 |

| Table 2.4 TRICARE Prime Enrollees Satisfied with Their Care in Alaska by Military or Civilian Primary Care Manager Percent of Beneficiaries Enrolled in TRICARE Prime | | |
|--|----------------------|----------|
| | Primary Care Manager | |
| | Military | Civilian |
| Alaska | 32.3 | 9.6 |
| Mean, all regions | 49.3 | 56.3 |
| Total population in Alaska | 25,282 | 306 |

ACCESS TO HEALTH CARE

| Table 3.1 Beneficiaries' Use of an Emergency Room in Lieu of a Regular Appointment in Alaska by Enrollment Status Percent of Beneficiaries Who Report Using an ER in the Past 12 Months | |
|--|---|
| | Percent using ER in lieu of regular appointment |
| Enrolled in TRICARE Prime | |
| Active duty | 17.5 |
| Non-active duty | 29.4 |
| Not enrolled in TRICARE Prime | |
| Under age 65 | 21.5 |
| Age 65 or over | 18.7 |
| Alaska overall | 23.1 |
| MHS Average | 17.2 |
| Total population in Alaska | 20,308 |

| Table 3.2 Average Waiting Periods for Beneficiaries to Get an Appointment for Routine Care in Alaska by Enrollment Status Percent of Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months | | |
|--|--|--------|
| | Percent reporting given waiting period | |
| | MTF | CTF |
| Enrolled | | |
| Waited < 8 days | 48.7 | 69.6 |
| Waited 8 - 30 days | 43.8 | 28.2 |
| Waited > 30 days | 7.4 | 2.2 |
| Not enrolled | | |
| Waited < 8 days | 44.9 | 77.9 |
| Waited 8 - 30 days | 49.6 | 19.9 |
| Waited > 30 days | 5.5 | 2.2 |
| MHS Average | | |
| Waited < 8 days | 53.2 | 64.0 |
| Waited 8 - 30 days | 39.2 | 28.1 |
| Waited > 30 days | 7.6 | 8.0 |
| Total population in Alaska | 38,826 | 21,119 |

| Table 3.3 | | |
|--|--|--------|
| Waiting Time in Provider's Office in Alaska, by Enrollment Status Percent of Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months | | |
| | Percent reporting given waiting period | |
| | MTF | CTF |
| Enrolled | | |
| Waited < 30 minutes | 81.7 | 95.3 |
| Waited 30 minutes to 1 hour | 14.3 | 3.1 |
| Waited > 1 hour | 4.0 | 1.6 |
| Not enrolled | | |
| Waited < 30 minutes | 80.8 | 89.4 |
| Waited 30 minutes to 1 hour | 14.0 | 9.6 |
| Waited > 1 hour | 5.2 | 0.9 |
| MHS Average | | |
| Waited < 30 minutes | 67.7 | 83.6 |
| Waited 30 minutes to 1 hour | 22.7 | 13.0 |
| Waited > 1 hour | 9.6 | 3.5 |
| Total population in Alaska | 38,826 | 21,119 |

| Table 3.4 Reasons for Beneficiaries Not Relying on a Military Facility for Most of Their Care in Alaska Percent of Beneficiaries Who Did Not Receive Most Care From a MTF in the Past 12 Months | |
|--|------------------------------|
| | Percent reporting the reason |
| Never try to use MTF | 19.1 |
| No care needed in past 12 months | 19.8 |
| MTF is too far away | 17.4 |
| Hard to get an appointment at MTF | 31.8 |
| Can't see the same provider each visit | 17.6 |
| MTF usually used is closed | 0.2 |
| Needed services not available | 15.6 |
| Better care at civilian provider | 26.8 |
| Ineligible for military care | 2.7 |
| No appointment available for beneficiary like me | 11.2 |
| Difficult to find a parking space | 2.1 |
| Other | 24.0 |
| Total population in Alaska | 13,224 |

KNOWLEDGE OF TRICARE AND TRICARE PRIME

| Table 4.1 No Knowledge of TRICARE Percent of All Beneficiaries by Region | |
|---|--------------------------------------|
| | Percent with no knowledge of TRICARE |
| Region 1 | 45.9 |
| Region 2 | 38.8 |
| Region 3 | 29.7 |
| Region 4 | 29.0 |
| Region 5 | 52.6 |
| Region 6 | 29.4 |
| Region 7/8 | 30.3 |
| Region 9 | 37.8 |
| Region 10 | 37.8 |
| Region 11 | 28.9 |
| Region 12 | 24.5 |
| Alaska | 17.4 |
| Europe | 21.8 |
| Mean, all regions | 35.1 |
| Total population | 5,861,324 |

| Table 4.2 Beneficiaries in Alaska Having Unclear Information About Enrolling in TRICARE Prime Percent of Beneficiaries Reporting Knowing Something About TRICARE | |
|---|---------------------------------------|
| | Percent reporting unclear information |
| Active duty personnel | 21.3 |
| Active duty family members | 27.9 |
| Retirees, survivors, and family under age 65 | 29.3 |
| Retirees, survivors, and family age 65 or over | 31.9 |
| Alaska overall | 25.5 |
| Mean, all regions | 33.9 |
| Total population in Alaska | 37,902 |

| Table 4.3 Sources of Information About TRICARE in Alaska Percent of Beneficiaries Reporting Knowing Something About TRICARE | |
|--|------------------------------|
| Source | Percent reporting the source |
| TRICARE presentation | 55.1 |
| Information package | 54.2 |
| Military doctor | 19.2 |
| Civilian doctor | 1.9 |
| TRICARE information number | 8.9 |
| Military base newspaper | 32.5 |
| Regular newspaper | 2.0 |
| Friends/neighbors | 32.5 |
| TRICARE service center | 16.2 |
| Radio/TV | 0.7 |
| Other source | 19.9 |
| Total population in Alaska | 38,761 |

SOURCES OF HEALTH CARE

| Table 5.1 Use of Military Pharmacies to Fill Prescriptions Written by a Civilian Provider Percent of Beneficiaries in Alaska by Beneficiary Group | |
|--|---------------------------------|
| | Percent using military pharmacy |
| Active duty personnel | 2.8 |
| Active duty family members | 15.6 |
| Retirees, survivors, and family under age 65 | 21.5 |
| Retirees, survivors, and family age 65 or over | 27.9 |
| Alaska overall | 13.1 |
| Mean, all regions | 25.0 |
| Total population in Alaska | 47,625 |

| Table 5.2 Usual Source of Care for Beneficiaries in Alaska Who Are Sick or Need Advice Percent of Beneficiaries Who Reported Having a Usual Source of Care | | | |
|---|--|----------|-------|
| | Percent using the given type of facility | | |
| | Military | Civilian | Other |
| Active duty personnel | 92.9 | 3.9 | 3.2 |
| Active duty family members | 89.4 | 9.3 | 1.4 |
| Retirees, survivors, and family under age 65 | 56.9 | 38.1 | 5.1 |
| Retirees, survivors, and family age 65 or over | 55.5 | 40.3 | 4.2 |
| Alaska overall | 78.9 | 17.7 | 3.4 |
| Mean, all regions | 46.5 | 49.4 | 4.1 |
| Total population in Alaska | 33,114 | 7,438 | 1,416 |

USE OF HEALTH CARE

| Table 6.1 The Number of Outpatient Visits in the Past Year by Patients in Alaska by Enrollment Status and Past Care Percent of Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months | | |
|--|--|--------|
| | Percent reporting given number of visits | |
| | MTF | CTF |
| Enrolled | | |
| 0 visits | 6.3 | 26.3 |
| 1 - 5 visits | 55.5 | 61.9 |
| 6 + visits | 38.3 | 11.8 |
| Not enrolled | | |
| 0 visits | 18.8 | 6.3 |
| 1 - 5 visits | 53.6 | 56.6 |
| 6 + visits | 27.5 | 37.1 |
| MHS Average | | |
| 0 visits | 16.3 | 9.6 |
| 1 - 5 visits | 52.9 | 49.6 |
| 6 + visits | 30.9 | 40.8 |
| Total population in Alaska | 33,793 | 16,939 |

USE OF PREVENTIVE SERVICES

| Table 7.1 Blood Pressure Readings by Enrollment Status in Alaska Percent of All Beneficiaries | |
|--|--|
| | Percent reporting blood pressure reading |
| Enrolled in TRICARE Prime | |
| Active duty | 98.1 |
| Non-active duty | 96.2 |
| Not enrolled in TRICARE Prime | |
| Under age 65 | 96.1 |
| Age 65 or over | 97.1 |
| Alaska overall | 97.0 |
| Mean, all regions | 96.3 |
| Total population in Alaska | 47,753 |

| Table 7.2 Cholesterol Screening by Enrollment Status in Alaska Percent of All Beneficiaries | |
|--|---|
| | Percent reporting cholesterol screening |
| Enrolled in TRICARE Prime | |
| Active duty | 76.2 |
| Non-active duty | 68.7 |
| Not enrolled in TRICARE Prime | |
| Under age 65 | 81.2 |
| Age 65 or over | 92.6 |
| Alaska overall | 75.7 |
| Mean, all regions | 80.8 |
| Total population in Alaska | 47,767 |

| Table 7.3 Breast Cancer Screening by Region Percent of Female Beneficiaries Age 50 and Over | |
|--|---|
| | Percent reporting breast cancer screening |
| Region 1 | 86.1 |
| Region 2 | 85.3 |
| Region 3 | 85.2 |
| Region 4 | 83.3 |
| Region 5 | 79.4 |
| Region 6 | 83.2 |
| Region 7/8 | 81.7 |
| Region 9 | 86.1 |
| Region 10 | 85.5 |
| Region 11 | 81.7 |
| Region 12 | 80.5 |
| Alaska | 84.4 |
| Europe | 63.1 |
| Mean, all regions | 83.7 |
| Total population | 1,426,067 |

| Table 7.4 Pap Smears by Enrollment Status in Alaska Percent of Female Beneficiaries | | | |
|--|--|-----------|-------|
| | Percent reporting exam with Pap smear during given time period | | |
| | Within 3 years | 3 years + | Never |
| Enrolled in TRICARE Prime | | | |
| Active duty | 97.8 | 2.2 | 0.0 |
| Non-active duty | 90.6 | 7.6 | 1.9 |
| Not enrolled in TRICARE Prime | | | |
| Under age 65 | 91.9 | 5.8 | 2.2 |
| Age 65 or over | 85.6 | 14.0 | 0.3 |
| Alaska overall | 91.8 | 6.6 | 1.6 |
| Mean, all regions | 87.5 | 10.7 | 1.8 |
| Total population in Alaska | 21,331 | 1,524 | 373 |

| Table 7.5 Timing of First Prenatal Care by Region Percent of Female Beneficiaries Who Were Pregnant When Responding to the Survey or During the 12 Preceding Months | |
|--|--|
| | Percent reporting first prenatal care during first trimester |
| Region 1 | 88.5 |
| Region 2 | 80.2 |
| Region 3 | 89.7 |
| Region 4 | 90.3 |
| Region 5 | 92.5 |
| Region 6 | 89.2 |
| Region 7/8 | 91.7 |
| Region 9 | 87.8 |
| Region 10 | 92.2 |
| Region 11 | 93.7 |
| Region 12 | 94.4 |
| Alaska | 86.5 |
| Europe | 96.6 |
| Mean, all regions | 89.3 |
| Total population | 194,191 |

| Table 7.6 Prostate Screening by Enrollment Status in Alaska Percent of Male Beneficiaries Age 50 or Over | | | |
|---|--------------------------------------|-----------|-------|
| | Percent reporting prostate screening | | |
| | Within past 2 years | 2 years + | Never |
| Enrolled in TRICARE Prime | | | |
| Active duty | 50.0 | 50.0 | 0.0 |
| Non-active duty | 81.6 | 15.7 | 2.7 |
| Not enrolled in TRICARE Prime | | | |
| Under age 65 | 80.7 | 13.1 | 6.1 |
| Age 65 or over | 80.3 | 10.9 | 8.8 |
| Alaska overall | 79.7 | 14.5 | 5.7 |
| Mean, all regions | 77.8 | NA | NA |
| Total population in Alaska | 4,525 | 826 | 326 |

ENROLLMENT AND BENEFICIARY HEALTH STATUS

| Table 8.1 Enrollment Status in TRICARE Prime Percent of Beneficiaries Who Reported Knowing Something About TRICARE | | | |
|---|---|-------------------------------|------------|
| | Percent reporting given enrollment status | | |
| | Enrolled in TRICARE Prime | Not enrolled in TRICARE Prime | Don't know |
| Alaska | 70.6 | 22.1 | 7.3 |
| Average of pre-TRICARE regions | 28.4 | 57.3 | 14.3 |
| Total population in Alaska | 26,942 | 8,438 | 2,794 |

| Table 8.2 Composite Scores of Physical Health by Enrollment Status in Alaska Percent of All Beneficiaries | |
|--|---|
| | Percent below age adjusted median score for U.S. population |
| Enrolled in TRICARE Prime | |
| Active duty | 46.6 |
| Non-active duty | 62.2 |
| Not enrolled in TRICARE Prime | |
| Under age 65 | 56.7 |
| Age 65 or over | 50.2 |
| Alaska overall | 54.1 |
| Mean, all regions | 51.0 |
| Total population in Alaska | 46,584 |

PERFORMANCE IMPROVEMENT PLAN

| <p>Table 9.1</p> <p>Performance Improvement Plan for Alaska</p> | | |
|---|------------|--------------------------------|
| | Importance | Percent excellent or very good |
| Convenience of location of treatment | 0.226282 | 57.63889 |
| Convenience of hours | 0.356326 | 45.42744 |
| Access to health care whenever you need it | 0.423164 | 36.48241 |
| Access to a specialist if you need one | 0.395402 | 28.15315 |
| Access to hospital care if you need it | 0.374190 | 45.06540 |
| Access to medical care in an emergency | 0.362896 | 55.45024 |
| Ease of making appointments for health care by phone | 0.363404 | 34.43775 |
| Length of time you wait at office to see the provider | 0.392898 | 33.59606 |
| Length of time between making an appointment for routine care and day of visit | 0.375588 | 30.74534 |
| Availability of health care information or advice by phone | 0.386537 | 29.97416 |
| Services available for getting prescriptions filled | 0.334635 | 64.68782 |
| Thoroughness of examination | 0.448075 | 47.37374 |
| Ability to diagnose my health care problems | 0.463256 | 41.23077 |
| Skill of health care providers | 0.477669 | 49.29860 |
| Thoroughness of treatment | 0.472089 | 46.52568 |
| The outcomes of your health care (how much you are helped) | 0.477774 | 46.31685 |
| Overall quality of health care | 0.526110 | 45.73413 |
| Provider's explanation of health care procedures | 0.471436 | 49.39516 |
| Provider's explanation of medical tests | 0.445887 | 49.46352 |
| Attention provider gives to what you have to say | 0.446161 | 49.25521 |
| Advice provider gives you about ways to avoid illness and stay healthy | 0.393947 | 45.24590 |
| Courtesy shown to you by administrative staff (e.g., receptionists) | 0.382649 | 52.85433 |
| Courtesy shown to you by health care providers | 0.452804 | 59.62672 |
| Provider's concern for you as a person | 0.440751 | 51.53011 |
| Provider's concern for your privacy | 0.370299 | 56.04061 |
| Reassurance and support offered to you by health care providers | 0.446385 | 42.32804 |
| Amount of time with health care providers during a visit | 0.415490 | 38.77756 |
| Ability to choose health care providers | 0.410760 | 22.35157 |
| Ease of seeing the provider of your choice | 0.421177 | 23.92567 |
| Health care providers' personal interest in the outcome of your problem | 0.402888 | 38.55932 |
| Protection you have against financial hardship due to medical expenses | 0.269362 | 36.11860 |
| Help with arrangements to get the health care you need without financial problems | 0.335157 | 31.84080 |
| Ease of parking | 0.133231 | 41.42427 |